

April 7, 2005

Col. Christopher A. Knight, Director
Florida Highway Patrol
2900 Apalachee Parkway
Tallahassee, FL 32399

Dear Col. Knight,

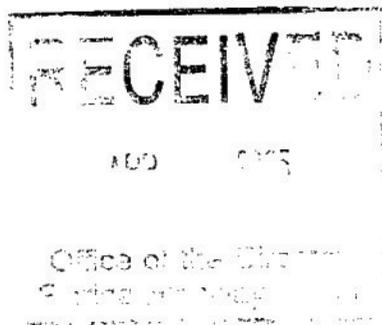
I would like to take this opportunity to thank two FHP personnel and bring their kind actions to your attention. Their names are Trooper William Jason Berger of Gainesville and Duty Officer Scott Henry of the Jacksonville Communications Office.

As you know my husband, retired FHP Captain Gene Register was, and still is, recovering from bladder cancer surgery in Shands Hospital in Gainesville. I have been staying close by. We live in Jacksonville and do not have any friends, acquaintances or business relationships in Gainesville.

On the night of March 2, 2005 after a long day at the hospital, when I left I found I had a flat tire on my car. In addition to the car problem, it was raining and very cold which added to the discomfort of everyone who had to be out that night. Without knowing who to call or who to trust, I inquired about available assistance through the Jacksonville FHP and Duty Officer Henry was kind enough to have Tpr. Berger come to my assistance. Duty Officer Henry was also kind enough to reassure an out of town friend that help had been summoned and was on the way.

When Trooper Berger arrived, he found that besides the flat tire on the car, the spare tire was flat also. He took the spare to have it fixed and then returned to change the flat tire. He insisted on changing the tire himself instead of calling a repair service. His attitude and demeanor were friendly, comforting and the confidence he expressed in making the unpleasant situation change for the better was very reassuring.

Thank you for allowing the Florida Highway Patrol's tradition of "Courtesy, Service and Protection" to continue through the actions of these two fine men.



Marlene C. Register

Jacksonville, FL. 32223